

**Service: Legacy Web Application Maintenance and Support**

**Service Line:** Legacy Web Application Management

**Status:** This service is being discontinued and is not available to new customers.

**General Description:** This service provides web interfaces for existing customers. It provides for maintenance of current web-based applications such as data transfers, search engines and online applications.

**Service Level Targets:** The basic service operates 24 hours a day, 365 days a year; however, service level targets are specific to each application to allow for maintenance and data load times.

**Availability:** In production for current customers only

**Limitations:** The service is only available to existing customers and provides very limited processing, mainly for data transfers and data lookups. This service operates in a Sun Solaris environment, with an Apache Web server. There is limited functionality on interactive sites and limited redundancy in the system.

**Prerequisites:** N/A

**Pricing / Charges:** Service is priced to each implementation. Please contact the GTA Office of Solutions Marketing at [gtasolutionsmrktg@gtga.ga.gov](mailto:gtasolutionsmrktg@gtga.ga.gov) or (404) 651-6964 to be put in touch with your GTA account manager for price quotes.

**Service Components or Product Features Included in Base Price:** N/A

**Options Available for an Additional Charge:** N/A

**Service Components or Product Features Not Included:** N/A

**What GTA Provides:**

- Web services
- Scripts to load data
- FTP access and reporting

**What the Customer Provides:**

- Content for web pages
- Data access
- Data files
- Reports definitions

Most customers provide the URL for mapping and do not use the default georgia.gov URL.

**Service Support:** Requests for changes, as well as problem reporting, come through the Traffic Mailbox at [traffic@gtga.ga.gov](mailto:traffic@gtga.ga.gov). They are immediately assigned to the Support Unit Director, who analyzes the request and assigns resources.

**Service Issue Escalation:** Most problem tickets start with the operating support staff to insure that the operating environment is working; second level escalation is the GTA support developer on call; third level escalation is to the senior GTA support developer.

**Benefits / Advantages:** N/A

**How to Start this Service:** Contact the GTA Office of Solutions Marketing at [gtasolutionsmrktg@gtga.ga.gov](mailto:gtasolutionsmrktg@gtga.ga.gov) or (404) 651-6964 to be put in touch with your GTA account manager. Since this service is not available to new customers, your Account Manager will work with you to find alternatives to this service.

**Related Services and Products:** None

**Other Information:** N/A

**Terms and Definitions:** N/A